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FLEET FORUM

GENERAL SERVICES ADMINISTRATION
SOUTHEAST SUNBELT REGION



GSA Federal Supply Services

July 2004

Dear Valued GSA Fleet Customer:

We at GSA Fleet are grateful that you have selected us to provide your vehicle fleet needs and are working hard to bring you the highest level of service at the lowest possible cost. Continually rising costs, however, have made it necessary to raise our rates by an average of three percent (3%) in Fiscal Year 2005.

Over the thirteen-year period from FY 1993 through FY 2005, GSA Fleet will have raised its rates an average of only 1.02 percent (1.02%) per year, to include the FY 2005 increase. We have been able to maintain these small incremental increases by adopting industry best practices and through progressive fleet management programs. Your local GSA Fleet Managers and Fleet Service Representatives (FSRs) have been successful in maintaining affordable lease rates through careful monitoring of fuel and maintenance expenses and by assisting you with selecting the right-sized vehicle to meet your mission. In addition to these techniques, GSA Fleet introduced a new Fleet Services Card effective July 1, 2004, with benefits like volume rebates and broad nationwide acceptance by fuel and maintenance service providers.

Providing you with safe and efficient vehicles to meet your requirements is our priority and the impetus behind exciting new developments at GSA Fleet. Thank you for your support. We appreciate your business and are dedicated to bringing you new and improved solutions to meet your ever-changing vehicle needs. For specific rates, please visit our website at: <http://apps.fss.gsa.gov/vehicles/leasing/2005/>

Sincerely,

William F. Webster

William F. Webster
Director, GSA Fleet

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Welcome to the latest edition of the Southeast Sunbelt Region's Fleet Forum. It is designed to provide information on upcoming events and items of interest to GSA Fleet customers.

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The Gulf Coast Fleet Management Center was originally established in Mobile, Alabama on November 29, 1961. The GSA Inter Agency Motor Pool, as the Fleet Management Centers were called back then, consisted of 144 vehicles located in the Florida panhandle and southern Alabama.

The Fleet Management Center has changed quite a bit since 1961. The 144 vehicles have grown to some 5,400 vehicles and the staff has grown from 6 associates to 10 associates located in four offices in three states. The FMC is now located at Hurlburt Field, FL (Ft. Walton Beach) with Fleet Offices in Ft. Benning, GA, Daleville, AL (Ft. Rucker) and Mobile, AL.

The Gulf Coast FMC has a total of 228 years of transportation experience, and they stand ready to meet the transportation needs of their many customer agencies.

Jeff Burdo
Fleet Manager
28 Years of Transportation Experience

Marc Geohagan
Senior FSR
39 Years of Transportation Experience

Steve McCracken
Senior FSR
32 Years of Transportation Experience

Craig Patnode
FSR
29 Years of Transportation Experience

Larry Townsend
FSR
27 Years of Transportation Experience

Tony Jones
FSR
21 Years of Transportation Experience

Angie Huff
FSR
20 Years of Transportation Experience

Monica Washington
FSR
17 Years of Transportation Experience

Barbara Owens
FSR
15 Years of Transportation Experience

Leresa Garrett
Intern
3 Months of Transportation Experience



Ft. Benning Fleet Office Larry Townsend



Mobile Fleet Office (l-r) Barbara Owens, Tony Jones



Hurlburt Field FMC (l-r) Monica Washington, Angie Huff, Steve McCracken, Leresa Garrett, Jeff Burdo



Daleville Fleet Office (l-r) Marc Geohagan, Craig Patnode

Reminder

Although, the Voyager Fleet Card is accepted by 195,000 regional, national, local and independent vendors in all 50 states please note RaceTrac and Quick Trip are two national vendors that do not accept the Voyager card.



Please share this newsletter with your co-workers.

GSA Fleet's View on Alternative Fuels



GSA Fleet maintains a fuel neutral position, and therefore does not advocate the use of any one particular alternative fuel or alternative fuel vehicle (AFV). GSA Fleet will provide any AFV a customer requests, provided the customer can cover the incremental cost of the vehicle and the vehicle is available for purchase on the GSA Schedule. Converting conventional gasoline vehicles to AFVs is not supported by GSA. Only original OEM AFVs are supported

While GSA Fleet provides vehicles to the customer, we rely on the private sector to expand and improve upon the refueling infrastructure and maintenance and repair for alternative fuel vehicles.



The number of alternative fuel stations in the United States is limited compared to over 180,000 conventional gasoline stations. Currently, there are 149 ethanol (E85) stations, located predominantly in the Midwest, and 1,171-compressed natural gas (CNG) stations. Thus, Federal agencies try to meet their EPACT AFV purchase requirements by acquiring flex-fuel and bi-fuel vehicles. These vehicles run on gasoline plus either ethanol or CNG.

GSA Fleet vehicles use the Voyager credit card for fuel purchases, which allows for easy and efficient fuel purchases. It also provides electronic data on the fuel purchases. We use this

electronic data to track fuel usage to help eliminate waste, fraud, and abuse. Currently, the fleet card industry provides limited data on alternative fuel usage. GSA is working with the industry to get more accurate and complete electronic data for alternative fuel purchases and hope to see improvements in this area in the near future.

To locate alternative fuel refueling stations, in your area, you can go to the Department of Energy's (DOE's) Alternative Fuels Data Center (AFDC) website:
<http://www.afdc.doe.gov/>.

Frequently Asked Procurement Questions

It is that time of year when we place orders for our 2005 vehicle procurement. In December 2004, GSA Fleet will begin placing vehicle replacement orders for delivery in spring and summer 2005. If your vehicle is being replaced, your FSR will be contacting you to discuss the type of vehicle that will be ordered to best meet your transportation needs. All changes in vehicle replacement requests must be submitted to your FSR in writing. E-mail is encouraged. To help better serve our customers during the vehicle procurement season, we have listed some frequently asked procurement questions below. If you have additional questions, please contact your FSR.

1. Why can't I order a vehicle and or option that are available in the Federal Vehicle Standards Guide?

There are several reasons why your agency may not be able to order vehicles/options that are available in the standards guide:

- Part 102-34.45 of the FMR states that you **MUST** limit motor vehicle body size, engine size and optional equipment to what is **ESSENTIAL** to meet your agency's mission.

- Your agency headquarters may prohibit you from ordering certain types of vehicles and/or options.
- Some vehicles in the Standards Guide are available for your agency to purchase directly thru GSA Automotive, but are not available for lease thru GSA Fleet.

Are hybrid vehicles considered to be AFVs?

No, hybrid vehicles run on a combination of regular gasoline and electric power which are not considered an alternative fuel by the DOE. The vehicle still requires regular gasoline which causes pollutants in the environment.

Why can't I request a specific color vehicle?

A wide variety of vehicle colors are available from vehicle manufactures and your FSR selects a variety of colors for each customer's requirements. Since GSA Fleet vehicles are sold by public auction, having a variety of colors is one way to enhance proceeds obtained at the auction. This is important as those proceeds are used to purchase new vehicles. Higher proceeds

allow us to keep our leasing rates as low as possible for our customers.

Why does GSA only order vehicles once a year?

GSA only orders vehicles once a year to accommodate the vehicle manufacturer's production cycle. This, in conjunction with the volume of vehicles ordered, helps GSA pass along significant savings to our customers in the form of low monthly lease rates.

Why are we asked if a mini-van would suit us better than an SUV?

In many cases, the payload and cargo volume in a mini-van is equal to or greater than most SUVs. In addition, the mini-van's monthly lease rate is approximately \$50.00 cheaper than the monthly lease rate of an SUV.

For specific rates, please visit our website at <http://apps.fss.gsa.gov/vehicles/leasing/2005/>



Customer Acquisition Seminar

Many of you have already attended your FMC's Fall Vehicle Acquisition Seminar during the months of October or November. In the 2004 GSA Customer survey, many of our customers indicated that our vehicle ordering process needs improvement. In order to improve communications with our customers, your FMC hosted the Fall Acquisition Seminar and they will be hosting another one in spring 2005. We encourage you to share your suggestions and new ideas during the seminars so, we will know how to better serve you and your transportation needs. Please keep in touch with your FSR so you do not miss out on the date of your FMC's Spring Acquisition Seminar.

MCC CORNER

MCC/Voyager Authorization and Payment Procedures

Federal Acquisition Regulation (FAR) 13.301 provides that the government wide commercial fleet charge card is authorized for the purchase of fuel, maintenance and repair of government owned/operated motor vehicles.

On July 1, 2004 GSA changed the way it processes and pays for vehicle repairs, fuel and maintenance. To better serve our customers, we have educated fuel and maintenance vendors across the United States on the process of only accepting the Voyager Card. Prior to July 1, 2004, vendors had the option of accepting the Voyager Card or the Visa option on the back of the Voyager Card. To find a voyager vendor in your local area, contact

the GSA Maintenance Control Center at 1-888-622-6344 or visit the Voyager website at www.usbank.com/voyagerfleet

For payment on repairs under \$100, the vendor should call Voyager at 1-800-621-3588.

For repairs estimated to exceed \$100, the vendor must obtain a purchase order number from the Maintenance Control Center (MCC) at 1-888-622-6344 **prior to repair**. This purchase order number obligates the money and is sent electronically to Voyager for processing. A check is issued in 2 to 3 days to the vendor minus a 3.5% handling fee.

AMC CORNER

Be Alert During Floods

Did you know? According to the National Weather Service half of all flash flood fatalities are attributed to automobiles!!

"Never drive your automobile into moving water, especially if you cannot tell how deep the water is. Water weighs 62.4 lbs. per cubic foot and typically flows downstream at 6 to 12 miles per hour. When a vehicle stalls in water, the water's momentum is transferred to the car. For each foot the water rises, 500 lbs. of lateral force is applied to the automobile. But the biggest factor is

buoyancy. For each foot the water rises up the side of the car, the car displaces 1500 lbs. of water. In effect, the automobile weighs 1500 lbs. less for each foot the water rises. **Two feet of water will carry away most automobiles.**"

Driving into standing water on roadways is not an Act of Nature, and is avoidable.

If you cannot tell how deep the water is, stop and turn around. Don't risk your safety!

GSA Fleet Associates on the Move

The Fleet associates listed below have relocated to another FMC/Fleet Office within the Southeast Sunbelt Region.

Henry Scott moved from the NC FMC and is now a **Senior FSR at the Aiken Fleet Office**. Henry's new number is (803) 725-2751.

Russell Luttrall moved from the FL FMC and is now the **Fleet Manager at the NC FMC**. Russell's new number is (910) 436-2649.

Renae Waldkirch moved from the Jacksonville Fleet Office and is a **Senior FSR at the NC FMC**. Renae's new number is (910) 436-9625.

Rick Ingram moved from the Jackson Fleet Office and is now a **Senior FSR at the FL FMC**. Rick's new number is (321) 867-7917.

Aaron Wilhite moved from the Hunter Army Airfield Fleet office to our **Jacksonville Fleet Office**. Aaron's new number is (904) 542-1697.

Newest Fleet Associates



Leresia Garrett comes to GSA Fleet as a recent honor graduate

from Alabama A&M University with a degree in Business Administration and a concentration in Logistics. After graduating from college, she worked as a customer service representative for purchasing at Ebsco Industries. She joined Fleet in July 2004 at the Gulf Coast FMC as an Intern and has been assigned customers in the Hurlburt Field area.



Juan Burgos comes to GSA Fleet as a recent honor graduate

from Florida International University with a degree in Business Administration and a concentration in Finance. While attending college, he gained valuable work experience working as a Customer Service Associate with Blue Cross and Blue Shield. He is currently enrolled in the Master of Business Administration program at Nova Southeastern University. Juan joined Fleet in July 2004 at the Accident Management Center, located in Fort Gillem, GA. He handles accidents for Richmond, VA, Ft. Sills, OK and Little Rock, AK. Being bilingual, he also assists with Puerto Rico.



Jana Heidal is a recent graduate of the University of Central Oklahoma

where she received a degree in Journalism with a concentration in Advertising. During her college career she had the opportunity to work for a company in their sales and advertising department. In September, Jana joined GSA Fleet as an Intern in the Atlanta Regional Office and is currently working in the vehicle remarketing area.

I'm Ready... Let's Cruise!

1. Back to the Future movies features a neat car, it is a 1981...

- a. Mercedes Gull Wing
- b. Bradley Gull Winged GT
- c. Delorean
- d. Pantera

2. In the TV series, "Knight Rider", the car is a modified 1982...

- a. Camaro Z28
- b. Pontiac Formula
- c. Pontiac Trans Am
- d. Pontiac Fiero

3. Over 120 cars were destroyed during the film and TV episodes of Dukes of Hazard, most of them were:

- a. 1970-1971 Dodge Monacos
- b. 1973-1974 Road Runners
- c. 1968-1969 Dodge Chargers
- d. 1969-1970 Plymouth Furys

4. Which James Bond flick features a jumping 1974 AMC Hornet?

- a. Man with the Golden Gun
- b. Goldfinger
- c. The Spy Who Loved Me
- d. On Her Majesty's Secret Service

Games

1. List five cars that were named after animals
2. What three cars had the names of pictures on playing cards?
3. What car had the same name as a garden shrub?
4. What two cars had the names of birds?
5. What eight cars were named after United States presidents?
6. What car borrowed the name of an American flower?
7. What car had the name of the second largest city in Pennsylvania?
8. What three cars had the names of famous universities?



Steering Clear of Bad Driving

Everyday millions of drivers take to our nation's roadways. While we hope they devote all their attention to driving when behind the wheel, the truth is today's drivers are distracted by activities both inside and outside their vehicle, increasing their chances of making a bad decision on the roadway. One of your best defenses against distracted drivers and their inevitable mistake is to expect their bad decisions and steer clear of them.

It is estimated that every two minutes the typical driver makes 400 observations, 40 decisions, and one mistake while driving. That is why it is important to never assume that other drivers will make the right decision. A good rule of thumb is to expect the worst-case scenario and plan your movements knowing that the other driver will not slow down, yield, move out of your way, or let you merge.

Another important way you can steer clear of bad drivers is to constantly observe and scan your surroundings. By using your peripheral vision and your mirrors, you can pick up on signals that a driver might make a dangerous decision. Be aware of the speed of the vehicle and the angle of its wheels as they might suggest the driver's intentions. Also be aware of distracted drivers or drivers who are eating or drinking, using cell phones, grooming, reading, or are otherwise not focused on their driving.

While you can't control the driving of others, you can control your own. Drivers who learn to expect bad decisions from other drivers and steer clear of trouble can often avoid dangerous last minute maneuvers that end in a crash. How safe is YOUR driving?

Drive Safely Work Week (DSWW) is a widely observed national campaign that the Network of Employers for Traffic Safety (NETS) sponsors each year to help employers promote safe driving on and off the job. This year's campaign took place on October 4-8 and focused on five practical driving behaviors — including how to steer clear of clear of trouble by expecting the bad decisions made by other drivers.

"Games" Answers: (1) Badger, Panther, Buffalo, Colt, Lion, Mustang, Jaguar (2) King, Queen, Jacks (3) Bush (4) Crow, Eagle (5) Washington, Monroe, Lincoln, Grant, Jackson, Johnson, Harding, Roosevelt (6) American Beauty (7) Pittsburgh (8) Harvard, Columbia, Oxford

Test Your Driving IQ

1. How do I get out of a skid?

- a. Hit the brakes and turn your steering wheel in the direction you want the front of the car to go.
- b. Take your foot off the gas and turn your steering wheel in the direction you want the front of the car to go.
- c. Hit the brakes, hold the steering wheel at the 9 o'clock and 3 o'clock position, then gradually steer to the right.

2. What should I do if the accelerator sticks?

- a. Turn off the ignition, which will free the accelerator.
- b. Since it will only take a second, very carefully, reach down and pull it up.
- c. Try pulling it up with the toe of your shoe.

3. If my brakes go out while driving, what type of brakes should I not pump?

- a. Parking brakes.
- b. Antilock Braking Systems.
- c. Disc brakes.

4. If my car goes into deep water, what's the best way to get out?

- a. Don't panic. Release your safety belt, then kick the windshield. It is designed to shatter after two kicks. You can then escape.
- b. Release your safety belt. Try to get out through the window. If you can't get out through the window, try the door. If it doesn't open at first, don't panic. The water pressure will equalize when the water rises in the car, then the door should open.

- c. Release your safety belt. Very quickly climb into the back seat (because the front of the car will sink first). Kick out the rear window because it is designed to shatter after two kicks. You can then escape.

5. If the hood of my car flies open while on the freeway, what should I do?

- a. Hit the brakes. The car behind you will see your hood is open and will avoid you.
- b. You may actually see ahead by peeking through the opening between the dashboard and the hood. If not, then lean out the window to see what's ahead. Slow down smoothly and pull off the road.
- c. Continue driving at your present speed because if you stop someone will run into you. Then count to three, and steer gradually to the right.

6. The leading cause of death among Americans between the ages of 1 and 24 is:

- a. Motor Vehicle crashes
- b. Motor Vehicle crashes
- c. Motor Vehicle crashes

7. According to the National Safety Council, improper driving accounts for:

- a. Under 40% of all crashes.
- b. 55% of all crashes.
- c. Over 75% of all crashes.

8. What do I do in the event of a blowout?

- a. Slam on the brakes. This will slow the car as you quickly pull off the road to a safe location.
- b. Hang on tight to the steering wheel with your hands at the 9 o'clock and 3 o'clock positions. Take your foot off the gas and concentrate on staying in your lane. Then slow down gradually and pull off the road to a safe location.
- c. While holding on to the steering wheel with one hand, signal to other drivers to pass. Then quickly pull off the road to a safe location.

9. How can you avoid Road Rage?

- a. Be courteous behind the wheel.
- b. Take up more than one parking space.
- c. Block the passing lane.

10. Suppose another car's coming right at me...what should I do?

- a. Try to escape to the right if possible. Blow your horn. IF you can't avoid a collision, brake firmly and steadily.
- b. Try to escape to the left if possible. Blow your horn. If you can't avoid a collision, accelerate and try to outrun the collision.
- c. Flash your high beams. Blow your horn. Try to escape to your left while pumping your brakes.

Answers to Shell "Driving Dangers" Quiz:
(1) b (2) c (3) b (4) b (5) b (6) a,b,c (7) c (8) b (9) a (10) a